

How to Store Bank Account/ACH Profile in the Membership Hub

1. Click **My Billing Info** in the Navigation Panel.
2. Select the **Autopay & Billing** tab.

The screenshot displays the 'Autopay & Billing' tab within the 'My Billing Info' section of the Membership Hub. The interface includes a navigation panel on the left with the 'Earth Association' logo and a user profile for Cheri Petterson. The main content area shows a current balance of \$4,384.36 and a 'Make a payment now' link. Below this, there are sections for 'PAYMENT PROFILES' (currently empty), 'MEMBERSHIP BILLING' (empty table), and 'OTHER SCHEDULED BILLINGS' (table with 3 rows). Each row in the 'OTHER SCHEDULED BILLINGS' table has a 'Manage AutoPay' button.

DESCRIPTION	FREQUENCY	NEXT BILL DATE	QUANTITY	PRICE	PAYMENT PROFILE	BILL CONTACT NAME	MEMBERSHIP NAME	ACTIONS
Small Business Donations	Annually	11/13/2023	1.00	\$200.00		Cheri Petterson	N/A	Manage AutoPay
Presidential Scholarship Fund	Monthly	11/22/2020	1.00	\$100.00		Cheri Petterson	N/A	Manage AutoPay
Special Olympics Pledge	Monthly	9/11/2020	1.00	\$100.00		Cheri Petterson	N/A	Manage AutoPay

The Autopay & Billing tab in the My Billing Info section of the Membership Hub

3. Click the  icon in the **Payment Profiles** section and select **Bank** from the **Payment Profile Type** drop-down list.

Adding

a bank account to the stored payment profiles in the Info Hub

4. Click the **Click here if your bank is not listed...** link and the Add Payment Profile window will open.

	<p>NOTE: You may click Add Bank however, it would then be necessary to select your bank, and enter log-in credentials for that bank. GrowthZone Pay/Stripe uses Plaid to connect to your bank and account using your existing login info FOR THAT BANK. If you choose this method, NO MICRO DEPOSITS ARE MADE; Plaid simply uses your bank login information to make the connection. For more information on troubleshooting any bank connections made using Plaid, click here. Please note that GrowthZone cannot provide any additional troubleshooting support for connections made via Plaid, as that process is entirely outside our ecosystem and we have no access to bank or login information.</p>
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Add Payment Profile
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Associate With

Payment Profile Type

[Click here if your bank is not listed...](#)

Account Holder Type

Account Holder Name

Account Number

Routing Number

Country

Currency

I authorize Cheri's Sandboxes -- INTERNAL to electronically debit my account and, if necessary, electronically credit my account to correct erroneous debits.

When you add a bank account using this method, you will not be able to use it until it is verified. 2 small deposits will be made on your bank account and you will need enter the amounts to verify the account.

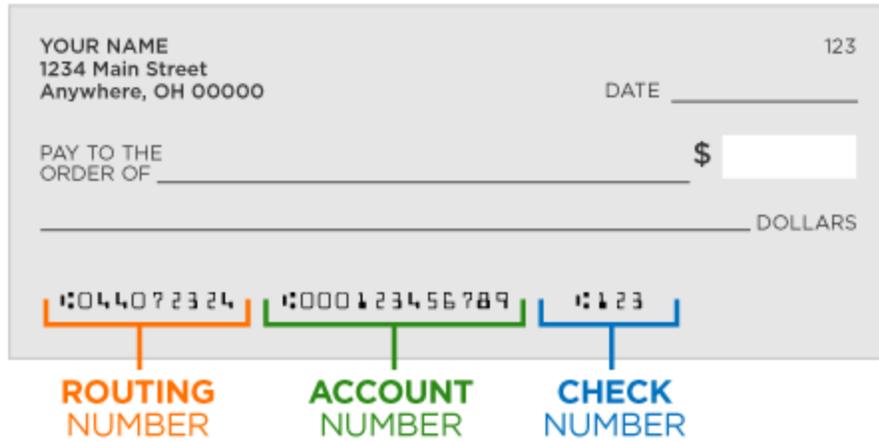
PAYMENT PROFILE ASSOCIATED ITEMS

ASSOCIATED CONTACT	MEMBERSHIP NAME	ITEM	NEXT BILL DATE	AMOUNT	IS VOLUNTARY
None to display					

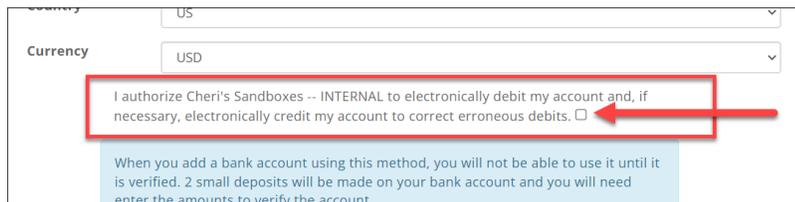
Adding bank

account info to a stored payment profile in the Membership Hub

Enter all required bank information. The routing number is the nine-digit number printed in the bottom left corner of each check. Your specific account number (usually 10 to 12 digits) is the second set of numbers printed on the bottom of your checks. The number furthest to the right is the check number. If you don't have a check to use as a reference, or have any questions about with number to use in which field, please contact your bank.



Click the **I authorize GrowthZone to electronically debit my account and, if necessary, electronically credit my account to correct erroneous debits** checkbox.



Caption

Click **Done**.

The bank account will initially be displayed as **(Un-Verified)**, and will not be available for use until it has been verified. To verify that the account is valid, two small deposits will be made to bank account. The user will need to return to the stored profile to verify the account by entering the amounts of the two small deposits. **NOTE:** It may take 1 - 2 business days for the deposits to be displayed on the members statement. **If you do not see the micro deposits after 3 business days, there is likely an error in the bank information that was sent to GrowthZone Pay/Stripe; you should delete the payment profile and try again.**

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Earth Association

Logged in as Cheri Petterson - Cheri's Sandboxes -- INTERNAL

Change Org

Home

My Info

My Billing Info

My Directory Listing(s)

My Subscriptions

Events

Forum

Make a Payment Autopay & Billing Billing History

CURRENT BALANCE: \$4,384.36 [Make a payment now.](#)

PAYMENT PROFILES

None to display

MEMBERSHIP BILLING

MEMBERSHIP NAME	NEXT BILL DATE	NEXT BILL AMOUNT	VOLUNTARY AMOUNT	BILL CONTACT NAME	PAYMENT PROFILE	ACTIONS
None to display						

OTHER SCHEDULED BILLINGS

DESCRIPTION	FREQUENCY	NEXT BILL DATE	QUANTITY	PRICE	PAYMENT PROFILE	BILL CONTACT NAME	MEMBERSHIP NAME	ACTIONS
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The Autopay & Billing tab in the My Billing Info section of the Membership Hub

- Click the edit icon next the **Unverified** bank account.

Edit Payment Profile

Name
NEIGHBORHOOD NATIONAL BANK:*****2542 (usd)

Associate With
Cheri Petterson

Bank Account Verification

Amount 1 Amount 2

Delete Cancel Done

Verifying the deposits for the stored bank account

- Enter the amount of the deposits made to the bank account in the **Amount 1** and the **Amount 2** text boxes.



IMPORTANT: Be sure the amounts entered are correct; for example, if a deposit for 32 cents is made, then enter 0.32 for the amount.

- 5.
6. Click **Done**.

If the deposit amounts are correct, the bank account is now verified and ready for use.